



STATE OF DELAWARE
DEPARTMENT OF TRANSPORTATION

800 Bay Road
Dover, DE 19901
760-2011

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Posting # 9059061

MOTOR VEHICLE SUPPORT SUPERVISOR

Opening Date: September 15, 2006

Closing Date: September 29, 2006

A Vacancy Exists

Salary: \$29,920 - \$37,400 (Minimum - Midpoint) Pay Grade 10

Location: Kent County (**Please check this county on your application**) Division of Motor Vehicles, Driver Improvement Unit, 303 Transportation Circle, Dover, DE

Summary Statement: This class series uses four levels of work in the Public Safety occupational group, Motor Vehicle Services occupational series and describes motor vehicle specialist work in motor vehicle program areas such as titles, registrations, driver licenses, driving records, suspensions and/or revocations to ensure compliance with Motor Vehicle laws, rules, regulations, policies and procedures. This is the supervisory level responsible for participating in and supervising staff in vehicle services or driver services.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in a disqualification.

Applicant must meet each of the following qualifications. Failure in any one area will result in a rating of "not qualified."

1. Experience in document processing and control.

Applicant must detail all experience in document processing and control which includes reviewing and evaluating records for completeness and conformity with laws, rules, regulations, standards, policies and procedures and ensures quality assurance of results.

2. Experience in customer service.

Applicant must detail all experience in customer service which includes providing prompt, accurate, and courteous service to customers, seeking information, answering questions as quickly as possible, ensuring customers are satisfied with service and responding to complaints.

3. Experience interpreting Motor Vehicle laws, rules, regulations, standards, policies and procedures.

Applicant must detail all experience in interpreting motor vehicle laws, rules, regulations, standards, policies and procedures.

4. Experience using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

Applicant must detail all experience using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

5. Knowledge of staff supervision.

Applicant must detail all education, training and/or experience in staff supervision which includes planning, assigning, reviewing and evaluating the work of others.

Examination: The application is evaluated based upon a rating of training and experience.

Essential Functions:

- Issues various documents/forms such as titles, registrations, driver licenses, conditional licenses, suspensions/revocations and specialty tags.
- Reviews various documents such as certificate of title, bills of sale, proof of insurance and vehicle identification, wills, power of attorney, driver licenses, birth certificates, passports, court documents, alien registrations and registration, inspection and insurance cards to determine validity, authenticity, accuracy, completeness and eligibility.
- Interprets and explains applicable state and federal motor vehicle laws, rules, regulations, policies and procedures to the public, attorneys, lien and insurance companies, court and law enforcement staff, automobile dealers and other states.
- Accesses various information systems to register voters, input driver or vehicle information or to check such things as warrants, outstanding fines, driving records, applicants issued a license in another state, transaction activity and fees collected.
- Computes and collects fees/penalties relating to documents processed as determined by law; sets up and maintains installment accounts.
- Operates a variety of office equipment.
- Deals courteously with the public in stressful situations when explaining ineligibility.
- May conduct/score vision, oral, and written tests to driver license applicants.
- Supervision is exercised over two or more merit full time positions per the Merit Rules. The elements of supervision include planning, assigning, reviewing and evaluating performance, training and recommending hire, termination and discipline.
- Authorized to delete title histories, delete suspensions, correct mileage histories and related changes to records.
- Recommends new or changes to existing policies, procedures, operating practices, forms and manuals.

- Approves/disapproves applicants for vehicle dealerships, monitors dealerships for compliance; notifies dealerships of law violations/warnings and recommends disciplinary action for dealer non-compliance.
- Compiles background history on vehicles, drivers licenses, uninsured motorists, dealerships as well as other motor vehicle areas and testifies in court.

Conditions of Employment:

- Work Schedule: M.T.TH.F. 8:00 a.m. – 4:30 p.m. W – 12:00 noon – 8:00 p.m.
- Statewide travel may be required as needed
- Upon a conditional offer, you must undergo pre-employment drug testing as part of the hiring process.
- Applicants must be legally authorized to work in the United States. DeIDOT does not provide employment-based sponsorship.
- Direct deposit of paychecks is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the web-site at <http://ben.omb.delaware.gov/programs/index.shtml>

Submitting your Application:

- **Apply on-line at www.delawarestatejobs.com/postings. (Your application will be routed automatically to the recruiting agency).**
- Paper applications can be submitted to one of the following locations:

DEPARTMENT OF TRANSPORTATION (DELDOT), Human Resources,
800 Bay Road, Dover, DE 19901 Phone: (302) 760-2011 Fax (302)760-2771

HUMAN RESOURCE MANAGEMENT

Haslet Armory, 1st Floor, 122 William Penn Street, Dover, DE 19901 Phone:
(302) 739-5458 Fax: (302) 739-2327

Carvel State Office Building, 1st Floor, 820 North French Street, Wilmington, DE
19801 Phone: (302) 577-8277 Fax: (302) 577-3957

Delaware Technical and Community College Campus, P. O. Box 610,
Georgetown, DE 19947 Phone: (302) 856-5966 Fax: (302) 856-5969

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.

- If supplemental information is requested by the posting or needed for scoring purposes such as but not limited to a DD214, resumes or transcripts, please send or fax to the recruiting agency before or on the specified closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by a State of Delaware Application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

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